



Muhannad Albaw

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PROFESSIONAL SUMMARY

Knowledgeable food and beverage operations with over 13 years' experience in luxury & upscale 5 star hotels, establishments seeking position in upscale or luxury 5 star hotels concept. Gifted motivator and leader comfortable with supervising service team of over 200 employees. Credited with implementing cost-savings measures which led to a 21 percent reduction in food waste. Comfortable in fast-paced environment to provide quality service for patrons while effectively mentoring new staff.

SKILLS

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Budget preparation and cost analysis -Event planning, marketing, and sales -Excellent communication skills, including written and public speaking -Independent leader with strong mentoring, supervisory, and motivational abilities -Keen eye toward concept development and implementation -Exceptional service-minded people skills -Proficient in database, word processing, and POS software for all areas of hospitality marketing and management - Adaptability in high-stress environments with ability to maintain composure and high level of professionalism.

WORK EXPERIENCE

Assistant Food & Beverage Manager
June 2015 – June 2020



Dar Al Tawhid Intercontinental Makkah – KSA
600 Key Rooms – 3 F&B Outlets

Duties & Responsibilities:

- Direct the overall operation of F&B Department to maximize performance, profitability
- By creating a positive and productive work environment, ensure superior guest service and compliance with quality and operational standards.
- Drive brand and value initiatives, development of people.
- Developing financial, operational and business plans

- Development and implementation of marketing plan
 - Fosters the development of a positive work environment for F&B employees
 - Champions the brand at all times
 - Ensure that product quality standards are met in all areas of the hotel as it relates to the appearance, levels of maintenance and cleanliness.
 - Ensure all staff are properly trained and have the tools and equipment needed to effectively carry out their job functions.
 - Ensure a safe and secure environment for guests, employees, and hotel assets. Achieve established fire & Life Safety compliance goals.
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Assistant Food & Beverage Manager

February 2011 – May 2015



Holiday Inn – Amman- Jordan ((Intercontinental Hotels Group))

It is a 5 star property located in the west of Amman

It consists of 218 rooms including Deluxe, Executive rooms and Suites. Three F&B Outlets and Room Service. One Ballroom for up to 700 persons. 5 meeting room

- Supervising the levels of products and service, guest satisfaction, marketing, operating costs and hygiene.
 - Co-ordinating and supervising the preparation, presentation and service of food and drinks to ensure the highest quality at all times
 - Supervising and co-ordinating pricing and preparation of menus, beverage and wine lists.
 - Conducting Food and Beverage meetings relating to, but not limited to, the following: overall Food and Beverage financial results and profitability, projected business, operations results and problems, new policies, quality improvement, sales improvement and productivity improvement
 - Keeping up to date with industry trends, systems and best practices
 - The training and coaching of employees to enhance their performance
 - In the absence of the Food and Beverage Manager, take responsibility for the Food and Beverage operation
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Assistant Food & Beverage Manager

April 2009 – February 2011



Moevenpick Hotel Kuwait (Shuwaikh)

A 5-star property located in the Shuwaikh Free Trade Zone.

It consists of 100 rooms including Deluxe, Executive rooms and Suites. Five F&B outlets and Room service. One Ballroom for up to 350 persons. One boardroom meeting room.

- Responsible for planning menu, promotions and events and parties. .
- Take all the responsibility of entire operations of catering managers and food and beverage department.
- Price out of all menus for catering, room service and restaurant.
- Responsible for bringing food cost and wage budgets under budget.
- Responsible for cost controlling for entire food and beverage department.
- Responsible for accounting and coding of all purchases for food and beverage operations.

July 2008 – March 2009

Holiday Inn – Amman- Jordan ((Intercontinental Hotels Group))

Assistant Food & Beverage Manager

July 2007 – July 2008

Food& Beverage Outlets Manager (F&B Trainer)

February 2007- June 2007.

Accor Hotels and Resorts (Mercure Burford Bridge Hotel) Dorking- UK.

Deputy Conference & Banqueting Operation Manager

November2005 – January2007

The Grove Resort & Hotel - London- UK

Meeting & Events Operation Supervisor (Departmental trainer)

PROFESSIONAL DEVELOPMENT

2004 – 2005

Sheffield Hallam University

United Kingdom

MSc International Hospitality Management

1999- 2003

Applied Science University

Hashemite kingdom of Jordan

BSc (Hons) Hotel Management

1998- 1999

Amman – Jordan Al-Arroba School

the General Secondary Education Certificate (GSEC)

PROFESSIONAL COURSES

External training and in house courses, has supplemented my extensive hands –on management experience: managing financial performance, fire safety, first aid at work, managing poor performance, interview skills, food hygiene , wine testing , marketing and general management courses

PERSONAL

Marital Status: Married with 2 children

Date of Birth: 27th March 1981

Nationality: Jordanian

Languages: English & Arabic

References Available upon request